

WINTER 2019 QUARTERLY NEWSLETTER
Phone (09) 489 4975 | www.ageconcern.org.nz



Age Concern North Shore

Serving the needs of older people

AGE MATTERS

World Elder Abuse Awareness Day

June 15th 2019



My World...

Your World...

Our World...

Free of Elder Abuse

**Wear purple
and show you care**

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Contact Information

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Email: ageconns@acns.co.nz

Address: 177B Shakespeare Road, Milford, Auckland 0620

OFFICE HOURS

9.00am - 4.00pm Monday to Friday

Age Concern North Shore Staff Directory

Executive Officer

Janferié Bryce-Chapman
929 2319; janferiebc@acns.co.nz

Information and Membership Co-ordinator

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489 4975; maureena@acns.co.nz

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Kathryn McMahan,
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EARS Co-ordinator

Alison Bravenboer
929 2309; alisonb@acns.co.nz

EARS Co-ordinator

Danielle Smith | 929 2308; danielles@acns.co.nz

Chinese Co-ordinator

Ivy Zhao | 929 2311; asianservices@acns.co.nz

Health Promoter

Katie Rom | 929 2312; educator@acns.co.nz

Club Gordon Co-ordinator

Lesley Alexander
489 4975 and leave a message

Financial Administrator

Rhonda Oliver | 489 4975 and leave a message;
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Support and Development Co-ordinator

Diane Matheson | 929 2306; dianem@acns.co.nz

Administration Assistant (AVS)

Anna Baxter | 929 2310; avsassist@acns.co.nz

Field Officer/Total Mobility

Delia Middleton | 929 2305; fieldo@acns.co.nz

Chinese Interest Classes Co-ordinator

Renata Kang | 489 4975 and leave a message

A word from the Executive Officers Desk...



The saying goes "change is the only constant in life". As you know the merger of the three Age Concerns in the Auckland area will make the North Shore EO position redundant and it's time for me to say farewell. After just over 29 years as Executive Officer of Age Concern North Shore I have mixed feelings about leaving. I'm sad at saying goodbye to my colleagues and it will leave a big hole for me to fill, but I am excited to have time to explore a new chapter. I am proud of the legacy I leave, building on the work of my predecessors, to expand the capacity of our work to reach greater numbers of older people of the North Shore and beyond.

I have been blessed with amazing people to work with both Governance and Staff colleagues, along with our hugely talented and compassionate volunteers. In my time I have served under nine different Chairpersons and six different Treasurers. Each had their own style and expectations which required me to adapt to meet their needs, keeping me fresh and extending my skills and knowledge. I am grateful to all of them for the time they have given as volunteers to ACNS to ensure our stewardship with integrity, and personally for their guidance and care of me as head of operations. It can be lonely at the top without this support. They have all been dedicated, skilled and compassionate people whom I feel honoured to have worked with.

The staff have numbered 49 different people in these years with Maureen Andrews, serving alongside me for 28 of those years. She has weathered the hard times and kept me anchored with a steadfast loyalty and dedication to our organisation. Other staff past and present have worked together with me for periods of up to 16 years and many of the previous staff stay in contact. Working with this team has been inspiring and I thank them all for the difference they have made and am grateful for having the opportunity to work with them. As I reflect on the growth of the organisation over these years, it is these people who have helped build the pride in our organisation. They have been instrumental in recruiting, training and supporting volunteers to help us in a variety of ways. I'm in awe of the generosity of these people and encouraged by their giving. Thank you so much!

continued on page 4

IT'S DRIVING MISS DAISY'S 10TH BIRTHDAY!

This May marks a ten year milestone for Driving Miss Daisy. We are New Zealand's first and largest companion driving service and we have been committed to helping older people stay social, active and independent since 2009.

With ten years' worth of hard work and dedication, owner's Melanie and Jack Harper have been successful in establishing Driving Miss Daisy as a trusted and loved brand, giving people the freedom of independence within their community. Driving Miss Daisy is now established all over New Zealand with 73 franchises, from Invercargill all the way up to Kerikeri in the North.

"We are so proud of what we have achieved and all of the people that we have helped along the way. Thank you to all our Daisies - franchise owners, drivers and partners. Thank you to all the wonderful clients we have enjoyed helping, spending time with and making friends with - here's to another decade of making a difference in people's lives!"

Melanie Harper, co-founder Driving Miss Daisy.

As people get older and their situations change, it can be hard to get out and about, socialise or simply manage basic errands. Driving Miss Daisy provides freedom, independence and strong social connections for those who need it. Our Driving Miss Daisy, 'Daisies', provide transport as well as companionship to clients ranging from supermarket shops, to doctors' appointments, or simply accompany them for leisurely activities whether grabbing a coffee or going on a group day trip.

We hold the companion driving service contract with ACC nationally and we are accredited under the Total Mobility Scheme which provides discounts on Driving Miss Daisy transportation services.

It is important to stay socially active and if you would like to find out more about our services please call us to discuss - we look forward to hearing from you.

Editorial supplied by Driving Miss Daisy

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Glenfield	Ph: (09) 442 4334



Driving Miss Daisy®

www.drivingmissdaisy.co.nz

Continued from page 2

Key milestones for me have been the development of the Accredited Visiting Service and Elder Abuse and Neglect Prevention Service which commenced in 1990 and 1992 respectively. Our first Information Directory was published in 1991 and the Health Promotion programme followed in 1994 which created opportunities for collaboration and initiatives that were shared throughout NZ. In response to community need in 1997 we co-ordinated the establishment of Age Concern Rodney. Our own office building was purchased in 2003 and the Positive Ageing Centre was opened in 2007 after five years development towards a Positive Ageing Strategy with North Shore City Council. Our Asian services were the first developed among Age Concerns in NZ in 2007 and led to an invitation to speak at the International Gerontology Conference in Seoul in 2014.

Many initiatives to help older people and raise funds to keep us sustainable have been tried, from the usual raffles, Art Collection and Movie outings, Bridal Fashion show, Knitting group, Sponsor a Senior campaign and an OP shop. We have managed on a shoe-string for years and I sincerely thank all those who have helped in these endeavours and through donations and sponsorship, to keep us viable.

My journey with Age Concern included time on the National Board of ACNZ and as the organisation goes into a new phase I say farewell and congratulations to all in the Age Concern NZ family for the outstanding work you do for older people. It has been a pleasure working with you and I will genuinely miss it. I take with me fond memories, friendships and valuable skills and I will always cherish everything Age Concern has given me. Thank you everyone! My own family may be lucky to get a little more of my time, but not for too long I think! A new adventure awaits me.

Arohanui

Janferie Bryce-Chapman

Executive Officer



Go to www.facebook.com/ageconns/ to follow us on Facebook.

Janferie Bryce-Chapman Executive Officer Age Concern North Shore

On the 18 June 2019 Age Concern North Shore is holding a farewell celebration to honour Janferie Bryce-Chapman who is leaving after 29 years at the helm. When she was appointed as the first Executive Officer in 1990 she had one other part-time staff member and the agency offered a limited range of services. She leaves an organisation of 13 staff and contractors, 250 volunteers and a budget of \$500,000 and that offers a wide range of services to support older people on the North Shore.

She has always been ready to support the development of new services. During the early 1990's she and her staff were part of a pilot scheme collecting data and assessing the need for an Elder Abuse Prevention and Support Service. This work helped give rise to a national Ministry of Social Development contract for the Elder Abuse services still operating today. In 1994, Age Concern North Shore secured a Ministry of Health contract to work with six other northern regional Age Concern Councils in the area of Health Promotion for Older People and in 2007 Asian Services were developed, a first for Age Concerns across New Zealand.

Since 2010, Janferie has been part of another community-led group to encourage Auckland Council to implement the Positive Ageing Strategy Auckland-wide and take on board the global vision of creating an 'age-friendly city'. This global initiative is a call to ensure that our cities and urban communities cater for the needs of all ages. Auckland Council has just this year agreed to become an 'age-friendly city'. Advocacy is still continuing on what this may look like for the North Shore community.

She was a recipient in 1993 of a North Shore Council Civic Award for her development work on 22 different North Shore community governance committees. She also received a National Council of Women Jubilee Award in 1995; a Rotary International Presidential Certificate in 2003 and a Paul Harris Fellowship in 2016.

Her committee work included holding the positions of President of the North Shore Branch of the National Council of Women of New Zealand and of Takapuna Rotary; Chairperson of the Health Promotion Forum of New Zealand; North Shore Healthy Cities; CMA

Continued on page 7



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A Q&A on retirement living



Janferie Bryce-Chapman, Age Concern Executive Officer, talks to Grant Haworth of Barfoot & Thompson about selling your home and moving into a retirement village. A real estate professional since 2004, he also has specialised experience and in-depth knowledge gained from working within the retirement sector.

Janferie: I know that retirement villages are not for everyone and that there is divided opinion, but from your experience a move into a retirement village is a move that should be explored. Where would I start?

Grant - each village is unique. To find one that's right for you I would recommend visiting several villages, meeting with the residents and taking a tour with the village representative. Open days or private appointments work well for this.

Janferie: Do you have to sell your own home before you buy into a retirement village?

Grant - some villages have a 'move in early' policy where you can move in before your house is sold or goes on the market. The whole process of selling and moving in to a village is designed to work in line with the sale and settlement timeline of your home.

Janferie: Can you move into a village and then change your mind?

Grant - in some villages, yes.

Janferie: How much does it cost to buy into a village?

Grant - depending on your budget and your needs, prices could range from \$300,000 to \$2m or more. If you are looking for a serviced apartment it would be less. Many people discover that moving into a retirement village releases capital locked up in their home.

Janferie: What costs are involved?

Grant: there are three key financial terms to be understood:

- The initial purchase price, which is called an Occupation Right Agreement (ORA)
- The Fixed Weekly Fee
- The Deferred Management Fee (DMF) *The DMF payment does not come into effect until you leave the village

Janferie: Do you own the villa/unit that you buy?

Grant: you own a 'license to occupy' usually called an Occupation Right Agreement (ORA). The villa/unit you buy is purchased at the market value, at the time of purchase. The ORA gives you the right to occupy that home for your lifetime (health and other terms permitting), or until you choose to leave. This type of ownership is different to owning your residential home.

Janferie: The Weekly Fee - what does it cover?

Grant: this includes your rates, building insurance, gardening, exterior maintenance, a 24/7 onsite emergency response service, staff, use of the communal facilities and amenities and, at some villages, your power. Excluded are items such as your telephone, Internet, Sky and your contents insurance. A big benefit is certainty for budgeting. The outgoings can be less than maintaining your own home - and without the stress or worries.

Janferie: What is the Deferred Management Fee?

Grant - when your villa/unit is sold, the village retains a Deferred Management Fee (DMF) of up to 30% of the original purchase price. The DMF contributes to the capital costs of the village and facilities, and the costs of operating the business. It usually also covers marketing, refurbishment and selling of your home, ready for the incoming resident. The DMF is accrued over three years. If you leave within this time, your fee will be reduced accordingly. A village representative will be more than happy to talk you through this in further detail.

Janferie: Can I have a pet?

Grant - In most villages, yes.

Janferie: Can family or friends stay over?

Grant - of course, it's your own home. It is usual to let the village manager know if you have house guests.

Janferie: How old do you need to be?

Grant - for some, from age 60, some 65 and often 70.

Janferie: Many people say to me that making a move from their home is too much to take on.

Grant - yes, this is often mentioned. The service I provide is to ensure the whole process is co-ordinated with care, with timelines to suit, making every move hassle free.

Janferie: Can I move into a retirement village outside Auckland without much hassle - and where would I start?

Grant - Yes, I have moved several owners out of Auckland and the procedure is not much different. This will also be co-ordinated with my assistance and the support of the village representative. Call me to discuss the first steps.

Janferie: Thanks, Grant. There is a lot to take in, and I can see that guidance from someone such as yourself who knows the process is best.



Phone Grant today for a free, confidential discussion. You can rely on Grant to support you in making the move into a new, active and enjoyable lifestyle as easy and stress-free as possible.

M: 021 194 4095
E: g.haworth@barfoot.co.nz

Grant Haworth
Specialising in residential to retirement sales.



Continued from page 4

(Centres of Mutual Aid) and of Waitemata District Health Boards 'Health of Older People' Stakeholder Group. She was a member of the North Shore Suffrage co-ordinating committee in 1993 and an office bearer and committee member of NSCSS. She is currently a Justice of the Peace.

It has been a great pleasure to work alongside Janferié and on behalf of members of the Board past and present I would like to wish her the very best with her next endeavour.

Invitations have been sent out to attend her farewell on Tuesday 18th June, 4.00pm-5.30pm. If you would like to attend and wish her the best, please contact the office on 489 4975 and let them know by 7 June.

Mary Gray

Chairperson, Age Concern North Shore Board

Thank You for Your Donations



We are very pleased to be able to announce that Westfield Albany selected Age Concern North Shore as the recipient of funds raised from their gold coin gift wrapping service at Christmas.

They raised approximately \$5000 which they will be donating to help us support our services to older people on the North Shore.

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MDP Medical Alarms



COMMUNITY NEWS

Renault French Festival - Four days in France

Wednesday 11- Sunday 14 July

Free entry for seniors, Thursday 11 & Friday 12 July
Shed 10 and The Cloud, Queens Wharf

The festival includes food, culture, arts, live music, dance, language lessons, a French movie theatre, cycling Tour de France and many other surprises! Everything you can think of to enjoy a perfect winter day!

Half Day Pest Trapping Workshop

Takapuna War Memorial Hall,
5 The Strand, Takapuna

Tuesday 18 June, 9.30am-12noon

This free half day workshop, run by the Auckland Council and the Department of Conservation will help you to determine the best way to keep your property pest free.

To register email: aucklandvc@doc.govt.nz
or phone 307 9279

We have the 2019-2020 edition of **'Where from here'** available in the office. This is an excellent booklet that contains essential information for older people who are making decisions regarding their future care and wellbeing

Last Night of the Proms

Bruce Mason Centre, Saturday 22 June,
7.30pm-10.00pm

To book phone 0800 111 999

NZ String Quartet: National Tour

Works from 18th to 21st Centuries

Holy Trinity Church, 20 Church Street, Devonport,

Friday 5 July, 7.30pm-9.00pm
To book phone 0800 289 849

Websites of Interest

<https://chirpyplus.co.nz>

ChirpyPlus – is a new, interactive social networking site where people aged 55+ can find new friends in their neighbourhood.

www.agewell.org.nz

agewell is a health promotion website for older people that has

- Up-to-date information on key health topics
- Events and activities promoting healthy ageing on the regional noticeboard
- An opportunity to post a notice on events/ activities of interest
- Links to other health and injury prevention sites within New Zealand and overseas

www.neighbourly.co.nz

Neighbourly's mission is to create an easy way for neighbours to talk, leading to more real world connections, which helps make stronger, safer and friendlier communities. You can use the site to: meet your neighbours; sell/give away items; link with community organisations; swap home-grown produce; plan a street party or local event and much more.

www.grownups.co.nz

GrownUps is a life style website for the over 50 year olds. It offers lifestyle articles from travel, health, family, life, sports and pets etc, as well as brain-training games, competitions, discussion forums....

www.oversixty.co.nz

A website for the over 60's covering travel to lifestyle to money and finance, with everything in between.

105 (10 five) is the New Police Non-emergency Number

The 105 number and the online platform – 105. police.govt.nz will make it easier for the public to engage with the police for non-emergency help, advice and support.

It will be answered 24/7 by highly trained police staff. Its free to call from all landline and mobile numbers.

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We're available any time of the day or night, so simply call us on (09) 477 2433

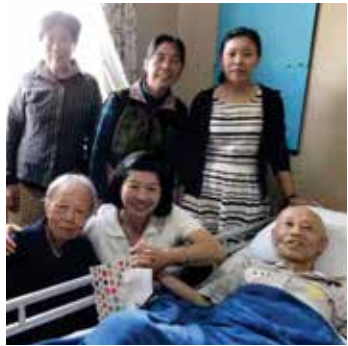
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AVS Update



The Chinese AVS Service continues to grow and I would like to thank all our wonderful volunteers. One volunteer Mr Wu, who is himself 84 years old, has been a volunteer in Chinese group activities and a volunteer visitor

in the Chinese AVS service for about 10 years. He was recently diagnosed with pulmonary fibrosis and needed hospital level rest home care. The Asian Services group visited him and brought him flowers. He is looking forward to recovering completely soon and being back on the team.

Another visitor, Mr Yu Wang visits Mr Song. Yu usually takes his son Haochen along on his visits and Mr Song really enjoys his company and the opportunity to be a part of Yu's family.

The Chinese AVS service is expecting to have their

first 'Yum Cha Group' soon. One of the biggest problems for Chinese late-life immigrants in NZ is transportation, especially for those older people who can't use buses. This means they can become very isolated. We are very pleased to have secured the sponsorship of Flying Horse Travel Limited who will let us use their 11 seater van for transportation to a Yum Cha monthly group so that they can meet and share conversation and a cup of tea.

If you want to know more about the 'Yum Cha Group', please contact Ivy Zhao, phone 929 2311.



Recently we had Liz Aubert, an AVS volunteer and a Physiotherapist give the volunteers

a presentation of the Otago Falls Prevention Programme. The presentation was attended by a total of 32 volunteers over two sessions.

"Just to say that I really enjoy our coffee group and look forward in seeing everybody, we all get on so well" "(I) love meeting my friends for our fortnightly coffee mornings. I live alone and it's the only time I get out to be with other people, so I really look forward to these outings" These comments from the attendees of our existing coffee groups show how valued they are. If you are an older man that may be lacking in social contact with other males we would love to offer you the opportunity for attending a men only group. The group would meet once a fortnight at a café for morning tea - location yet to be decided, with the sole purpose of the group being companionship and friendship. The group would be sponsored to keep costs down, but attendees must provide their own transport. If you are interested or would like more information please give Kathryn a ring on 929 2307



Happy Birthday

A very special congratulations to our AVS Client Barbara Owens who celebrated her 100th Birthday.

She is pictured with her volunteer visitor Joan Clark.

Client Bob Lyons, celebrated turning 90 at Club Gordon, and the members all enjoyed the opportunity to share his beautiful birthday cake.



We would like to welcome Anna Baxter to our staff. Anna will be working alongside Kathryn in the Accredited Visiting Service.

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Their support enables the production of this newsletter, so please support them.

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Age-friendly Survey

Over the last couple of years Age Concern North Shore is pleased to have partnered with Local Boards to undertake age-friendly research on the North Shore. Auckland Council has now made a commitment to apply to join the World Health Organisation's global network of age-friendly cities and communities. This involves recognising that by making community spaces and environments more suitable, inclusive and accessible for older people to navigate, we are not only making life better for older adults, but for everyone, no matter their age, ability, socioeconomic background or lifestyle.

Age Concern Auckland has partnered with Council to help engagement with older people about what an age-friendly city should look like. They will be facilitating several workshops as well as assisting in distribution of an online survey. There will be information on these and other workshops, shared on their website (www.ageconcernauckland.org.nz) and Facebook pages.

The age-friendly initiative recognises that there are many different elements to a city and community that enable its members to live authentic, valued and inclusive lives. There are nine core domains that the global network recognises as important areas of a city that enable older adults and community members to engage in meaningful ways, including housing, transport, social connections, civic participation and employment, environmental and green spaces, among others.

Many of our readers will have already submitted surveys for North Shore distributed over the last two

years via clubs, organisations and community spaces. However, if you have not already commented and wish to do so, you can do it on-line by typing <https://www.aucklandcouncil.govt.nz/have-your-say/topics-you-can-have-your-say-on/age-friendly-auckland/Pages/default.aspx> into your internet browser.

If you would rather complete a paper survey, you can either contact Age Concern Auckland for a copy, phone 820 0184 or download and print the online version. Below is a Freepost address, so you will not need to pay for postage on an envelope. Please complete and return the survey by the end of June 2019.

FREEPOST 250774

Age Concern Auckland, C/O R Preston, PO Box 19542
Avondale, Auckland 1746

Skills Bank

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Beach Haven | phone: 021 1010 155
Email: 4udbservices@gmail.com

Installation of home appliances; Gardening – cleanups, general, hedge trimming, lawn mowing, tree pruning, weeding; Handyman – interior/exterior, garage cleanups, rubbish removal; House maintenance – chemical cleaning, spouting cleaning, waterblasting, window cleaning – outside; Painting – inside/outside; TV aerial repairs and installation; Flat pack furniture assembly.



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Email: lois@kblaw.co.nz

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Please telephone or email Lois Black to arrange a no-obligation, free-of-charge 30 minute meeting.

ELDER ABUSE

IT IS OK TO ASK AGE CONCERN FOR HELP!

ELDER ABUSE AWARENESS 15 - 22 JUNE



CALL 0800 EA NOT OK
- 0800 32 668 65

75% More than three quarters of alleged abusers are family members

50% More than half of the alleged abusers are adult children or grandchildren

50/50 Alleged abusers are as likely to be female as male

As many as one in ten older people in New Zealand will experience some kind of elder abuse. The majority of cases will go unreported.

Elder abuse is not specific to any one gender, religion, ethnicity or income group. It may happen at home, in residential care, or in hospitals. Most of the time family members are the abusers.

Elder abuse is described as any act that causes harm to an older person. At its most extreme, abuse may be criminal, but it can also be more subtle.

There is no single type of elder abuse. It can be:

- **Psychological abuse** - includes threats, humiliation or harassment. This creates distress, shame, or stress, which often leads to a sense of powerlessness in the older person. It is often a factor in other forms of abuse
- **Financial abuse** - ranges from illegal use of your money (or assets) to coercion (such as being pressured to change a will or sign documents)
- **Physical abuse** - includes any personal harm or injury

- **Sexual abuse** - includes any non-consensual sexual activity

Elder abuse is often committed by someone close to their victim. It is someone trusted such as family members, friends or neighbours. Abusers are often someone who the older person is depending on for support.

It can be difficult to identify abuse, but risk factors can include:

- Being dependent on others
- Family conflict or dysfunction
- Family violence
- Isolation
- Stress in care relationships
- Mature age children or dependents with a disability or health issue
- Mental health or dementia
- Poor literacy and/or awareness of rights

WHAT DOES RESPECT LOOK LIKE?

- Feeling valued

- Having choices
- Being listened to
- Making decisions about matters that concern me
- Being included in conversations and social events
- Using my money how I wish
- Having physical, emotional and social needs met
- Valuing spiritual and cultural wellbeing
- Receiving care and support as needed
- Living with dignity

Older people have the right to:

- Live in safety
- Be treated with dignity and respect
- Make their own decisions, even if they seem wrong to others

If you have any concerns and would like to talk to someone you can contact our Elder Abuse Response Team by phoning Alison on 929 2309 or emailing alisonb@acns.co.nz

You can also pop along and have a chat to them at Milford Mall on Thursday 13th June, 9.00am. They will be having a stand by the Warehouse to raise awareness for World Elder Abuse Awareness Day.

Club Gordon

*Join Now
for fun, laughter,
companionship and entertainment*

**Morning Tea and Light Lunch
Transport Provided
Wednesdays (during term time)**

For more information contact
Age Concern North Shore
Phone: 489 4975
Email: ageconns@acns.co.nz

Volunteers needed!

Do you have some spare time and would like to volunteer once a week (during term time) to help ensure the smooth running of Club Gordon, and make it a great outing for the members?


If you would like more information, call the office on 489 4975 and ask to speak to the Co-ordinator Lesley.



Club Gordon is an initiative of Age Concern North Shore

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A DISCLOSURE STATEMENT IS AVAILABLE ON REQUEST AND FREE OF CHARGE

Age Concern North Shore would like to give a huge thank you to five North Shore Rotary Groups, Takapuna, Takapuna North, North Harbour, Glenfield and Auckland Korean for their combined fundraising efforts that raised \$19,000 towards a new staff car.



thank
YOU
SO
much

Staying Safe at Home

Being burgled is no fun. There are the shocks of having your home invaded and items stolen or damaged, plus the stresses of insurance, cleaning, getting replacement items and worrying about whether the offenders will come back for another go.

Most New Zealanders will never experience a burglary, but you can reduce the odds by making things harder for would-be-thieves.

Think ahead

- Don't open the door to strangers
- Install a peephole in your door
- If you don't know someone, keep the door closed
- Have a phone by your bed
- Arrange with a neighbour to phone or visit you if your curtains aren't open after a certain time in the morning
- Have a personal or medical alarm that you can press in an emergency
- Never tell someone that you are alone in the house
- Ask for a security checklist from Neighbourhood Support <https://neighbourhoodsupport.co.nz>
- Don't be tricked? If someone you don't know asks to make a phone call from your home, get the phone number and offer to make the call yourself. Then they don't need to enter your home and you don't need to open the door
- Never do business with strangers who come to the door, phone you or contact you via email
- Never talk to strangers about your financial affairs
- Never give out your name and address or chat if you receive a wrong number phone call
- Use tried and trusted tradespeople. Get several quotes
- If you are cheated, tell Police. Help Police catch the criminal and stop other people from being cheated
- If you suspect someone is being cheated or abused, contact Age Concern North Shore, your Community Constable or Local Police
- Go to a safe place and wait for Police

Stay safe indoors

- Install a wide-angle door viewer so you can see who is at your door
- Keep your doors and windows secure and close your curtains at night
- Invest in good quality, secure locks
- If you live alone, don't advertise the fact. Keep your answerphone message generic – say 'no one is available to take your call' rather than 'I can't take your call'
- If you think something is not right, but are not sure, call 111 and let Police decide

Life Tube

Get a Life Tube from Age Concern North Shore. In an emergency the red Life Tube sticker on your fridge will alert

Police, Ambulance or Fire Services that vital information about you is available inside the fridge.

Know your neighbours

The most important action you can take to make your place safer is to know your neighbours. Exchange contact details, discuss your crime and safety concerns and decide what you would do in an emergency. If you or your neighbours are away, follow our property protection suggestions:

- Let neighbours know when you are going to be away. Swap holiday addresses and phone numbers
- Let each other know if visitors or tradespeople will be in your house while you are away
- Be a good neighbour. If your neighbours are away, you can help them by making their house look 'lived in'
 - o Turn on lights at night
 - o Close curtains at night and open them during the day
 - o Mow lawns
 - o Clear mail, especially junk mail and newspapers
 - o Use their clothesline or driveway
 - o Keep an eye on their house and walk around it once a day to check it is secure
 - o Question strangers, but don't say the neighbours are away. Write down their description, visit the Neighbourhood Support website for a fact sheet
- Write down the registration numbers of unfamiliar vehicles moving slowly or stopping in the street
- Report anything suspicious to your local Police station
- If you think a crime is being committed or someone is in serious danger, call Police immediately on 111
- Start a Neighbourhood Support group
- Neighbourhood Support helps neighbours to talk to each other and works closely with Police and other organisations in your community to reduce crime, improve safety and prepare to deal with emergencies and natural disasters

If you have an intruder, prowler or burglar

If you wake and find an intruder in your home:

- Get out if you can
- Dial 111 and ask for Police
- Listen to what Police tell you

- Don't try and catch the intruder or block their escape
- If you have to act – yell or scream, blow a whistle

If you suspect there is a prowler outside:

- Dial 111 and ask for Police
- Listen to what Police tell you
- Turn on all outside lights if you can
- Turn off all inside lights
- Make a loud noise to frighten the prowler away and alert your neighbours

If you arrive home and think there's a burglar inside your house:

- Dial 111 and ask for the Police
- Don't go inside

Source: Family Care Magazine Issue 39, 2018

TECHNOLOGY FOR SENIORS

A Free Event

offered by Senior Students at Kristin School in partnership with Age Concern North Shore

FOR THOSE 65 YEARS +

Bring Your Own Devices:

Phone; tablet; camera; laptop; smartphone; iPad and more!

There will also be some iPads provided for use.

Students will help you and teach you how to use your devices and enjoy them.

When: Saturday 22 June, 1.30pm-4.00pm

Venue: Kristin School, 360 Albany Highway, Albany (Enter through Gate 1, park and students will direct you from there)

To Book: Email: ageconns@acns.co.nz or phone: 489 4975

Registration is essential and closes on Wednesday 19 June



Care On Call
Quality Care In Your Home

Staying at home in your later years is now an affordable and safe option thanks to the care and support Care on Call provides.

From a couple of hours of help around the home per week to full time care Care on Call has experienced, trained and thoroughly screened carers available to cater to your unique needs.

Please call us or visit our website for more information.



auckland@careoncall.co.nz

0800 99 00 11
www.careoncall.co.nz

Warmer Kiwi Homes offers grants for insulation and grants for heating appliances starting in July. The grants programme targeted at lower-income homeowners, is run by the Energy Efficiency and Conservation Authority (EECA) For more information visit www.energywise.govt.nz or

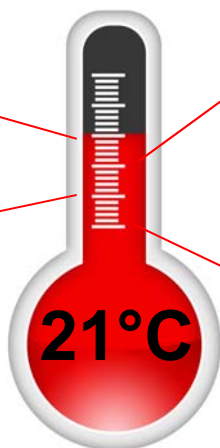
contact service providers: G-Force phone: 0508 088 888 OR Green Star Energy Solutions phone: 0800 789 276 to enquire about an assessment



21°C The Healthy Temperature

Keeping rooms you live in heated to 21°C helps prevent cold related illness

Below 12°C there is an increased risk of having a stroke or heart attack



Below 16°C there is an increased risk of respiratory illness

Below 9°C there is an increased risk of hypothermia

\$49 Ear Wax Removal by Microsuction for SuperGold card holders.



We've moved from Eastridge Shopping Centre to 305B Kapa Rd, Mission Bay.



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Ear Health Grey Lynn, 28 Surrey Crescent Grey Lynn. Ph 09 361 3838

Ear Health Mission Bay, 305B Kapa Road Mission Bay. Ph: 09 390 5367



Need a hand? Services we offer:

- **General Home Help** - dusting, polishing, tidying, bed making, bathroom, stove tops, microwaves, vacuuming, all floors and wet areas mopped, Rubbish taken out.
- **Evening Care** - ensure evening meal is eaten, undress, leave bed turned down, check house is locked up and secure.
- **Medication** - support workers are not authorised to give medication but they are able to remind you to take them.
- **Laundry** - colours sorted, washing done, hung on line, dried, folded and put away.
- **Meals** - shopping lists, meal planning, food preparation, cooking, company while eating, washing up and kitchen left tidy.
- **Companionship** - need someone to pop in and check on you, read the newspaper to you, go for a walk, chat for a while, or even treat you to a day out occasionally.
- **Shopping** - driven to local shops, accompanied while shopping, bags carried, unpacked and put away. Or if preferred we will shop for you, bring home and put away.
- **Spring Clean** - this can be negotiated and arranged at any time.
- **Meals** - shopping lists, meal planning, food preparation, cooking, company while eating, washing up and kitchen left tidy.
- **Respite Care** - does your carer need a break, support worker to stay while carer is away.
- **Sleep Over's** - support worker to sleep in the house for a 8, 10 or 12 hour period to ensure your safety.
- **Full Time Care** - 24/7 care can be provided. Special packages can be worked out individually.
- **Driving** - to appointments, Doctors, Hospital, Hairdresser, etc.
- **Morning Care** - help to get out of bed, showering, drying, dressing, grooming, ensure breakfast is eaten and hot drink given.

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We have thorough accounting systems that are balanced every working day. We do not tolerate late payments.

We carry out regular detailed property inspections. We use honest, reliable tradies. They are cost-effective and deliver quality work - and our guys guarantee it.

Our current owners can tell you their properties are hardly ever vacant. We keep our tenants on long-term lease contracts, carry out reference checks on all tenants, and credit checks.

We offer market-based fees and we believe they are 'cost-neutral' to you, the owner. We know we add value, and we know we save you money in the long run, - always balancing good tenants, low vacancy, and competitive market rentals.



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- Peace of mind for owners

Please contact us to discuss in detail.

M 0274 81 27 26
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www.parkit.org.nz

NORTH SHORE PROPERTY MANAGEMENT

Editorial supplied by Parkit Property Management

Walking sticks

Walking sticks or canes can improve your balance as you walk or help you compensate for an injury or disability. A walking stick can also indicate to other people you need a bit more space around you. If you are looking for help with balance, a walking stick may assist - particularly if walking over uneven ground or if you feel unsteady on your feet. If you feel you need a walking stick all the time, it is initially worth contacting your GP to assess your condition.

Checking the fit

A guide to the correct height of a walking stick is to stand with your arms by your side. The hand grip should sit at the level of your wrist bone. Most non-folding and folding walking sticks are adjustable, but if they are not the correct height they can be cut to the correct size. Wooden walking sticks are obviously not adjustable but again can be cut to achieve the correct height.

Aluminium walking sticks can be adjusted using the spring pin buttons - ensure the buttons are correctly locked in place.

Correct use of a walking stick

If you are using a walking stick to take the weight off one leg, it is important to hold it in the hand OPPOSITE the affected leg in order to keep the body balanced. If you are using two walking sticks you should still move the stick at the same time as the opposite leg.

Walking Stick Tips/Ferrules

With winter just around the corner this is a good time to check the tip (ferrule) of your walking stick to ensure that it is still providing sufficient grip. Check the bottom of the cane to ensure it isn't worn through which can pose a slipping hazard. They can sometimes be hard to remove, so check in with your local disability shop such as Independent Living Service (Age Plus), 13 Bute Road, Browns Bay, phone 550 3387 for help. They will also be able to help you choose the best stick and check the fit.



Luxury Beachfront Retirement Living



The Sands

If you're looking to retire in a small, close-knit community then you should see The Sands, Oceania's new luxury retirement village in Browns Bay.

Named 'The Sands' because of its beautiful, beachfront location, this boutique village really is something special. With 64 apartments and 44 Care Suites, there's an intimate, friendly atmosphere that will make you feel right at home.

The Sands is now open, and apartments are selling fast, so call today to book a viewing.

Minimum age of entry 70 years.



Call Cheryl for
an appointment

0800 333 688



OCEANIA
HEALTHCARE

Could you be saving money on your power bill?

As the weather gets colder it's a good time to check if you're getting the best deal on your power.

This has been made easy with a quick two-minute check you can do.

A visit to www.whatsmynumber.org.nz will tell you if you could save money on your power bill by switching electricity providers.

It's a free, independent website that compares the electricity choices available in your area and lets you know what your potential savings are, should you choose to switch.

If you don't have access to the internet, your local Citizens Advice Bureau can help you run the check or you could ask your family to help. And if you decide to change, the new electricity company will do all the work for you.

Even if you're happy with your current company it's worth checking to see if you're getting the best deal for you.

Top tip to lower your bill

Well-installed insulation is always the top priority for a warmer, healthier home. Get your insulation checked to make sure it is up to scratch - it may have been moved or need topping up. Visit www.energywise.govt.nz for more information.

Total Mobility - As you may be aware, your Total Mobility Card no longer expires every two years, but is now issued without an expiry date. However, because of the date of issue, some of you will still have a card that shows an expiry date of 30 June 2019.

Although your TM card will indicate this expiry date, the technology built into the card has been amended and a replacement is NO LONGER required. Therefore, cards with an expiry date of 30 June 2019 **DO NOT** need replacing. **All taxi operators have been informed and drivers have been advised not to challenge the expiry date of 30 June 2019, on your TM Card.**

If you would prefer a new card without an expiry date of 30 June 2019, we can organise for a replacement card for you. You will need to pay replacement fee of \$10.00 and you will be without an active card for **2-3 weeks** while a new one is processed and posted to you.

If you have any questions, please contact the office on 489 4975.

FREE Flu Injection for all those over 65. Flu season is upon us, so if you haven't already had your free flu injection, book it today. You can have your flu injection as the same time as your immunisation against shingles. Even though you are recommended to have your flu vaccine every year, you only need an immunisation against shingles once. The shingles vaccine is free at age 65. Until 1 April 2020, anyone aged from 66-80 years is also eligible for a free shingles vaccine.

RETIRED ON A BUDGET?

Paying less for power is a quick way to squeeze more out of your budget.

Check whatsmynumber.org.nz to see if you can get a better deal.

WhatsMyNumber
.org.nz



APPLICATION FOR NEW MEMBERSHIP

I/We would like to become a member

Individual/Couple Associate Membership **\$20.00** (No voting rights/Donation)

Mr Mrs Ms Dr Other:.....

Name:

Address:

..... Postcode:

Phone:..... Email:.....

Method of payment:

Cheque (Made payable to Age Concern North Shore)

Internet banking: ASB 12-3026-0005671-00

(Please use your name as reference and ensure you return this form so that we can process your membership).

I/We would like to include a donation of \$_____ (Donations of \$5.00 or more are tax deductible) Charities Commission Number CC10946

Full details regarding membership fees and the making of bequests can be obtained from the office.

DO NOT USE THIS FORM TO RENEW YOUR MEMBERSHIP

ARE YOU A STRESSED CARER

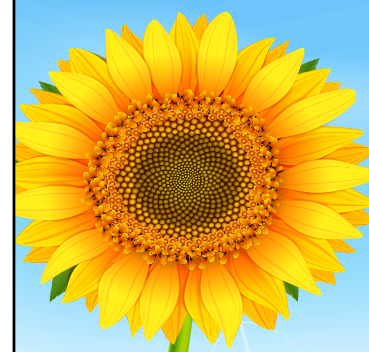
Do you have carer support?

Homely Rest Home, Respite and Hospital Level Care

Contact Manager on

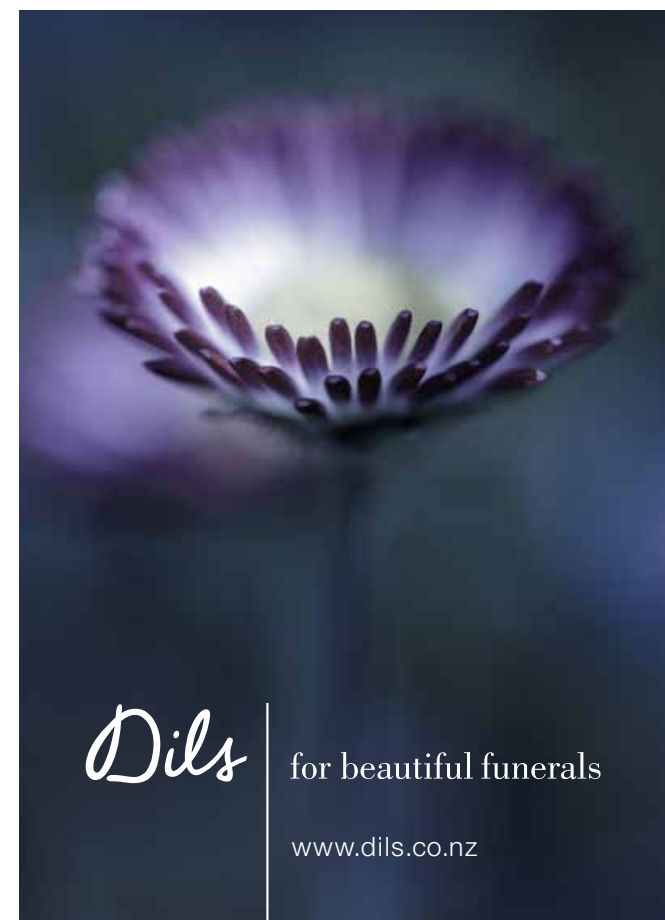
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*Many Thanks George Warman
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